

OBSERVATION REPORT #95

KPMG observed inconsistent processing of flow through orders.

Issue

KPMG submitted several orders for a new resale residential customer ordering one line with two different directory listings. Bell Atlantic processed these orders differently.

Service orders for a new resale residential customer are designated level 5 flow through by Bell Atlantic – North Generic Order Scenarios. Two of the orders flowed through level 5. Eight orders dropped to the TISOC (level 2) to be processed.

The following orders flowed through receiving LSCs within one minute of service request submission. Bell Atlantic reports confirm that these orders flowed through at level 5.

Flow Through PONs	Ver	Date Sent	LSC received
020021PM1X0000007	AA	6/8/00, 5:10 PM	6/8/00, 5:11 PM
020021PX10000002	AA	6/8/00, 4:17 PM	6/8/00, 4:17 PM

The following orders received LSCs several hours after service request submission. Bell Atlantic produced reports confirm that these orders dropped to level 2.

Non Flow Through PONs	Ver	Date Sent	LSC received
020021PM1X0000004	AD	6/8/00, 3:17 PM	6/9/00, 9:19 AM
020021PM1X0000005	AB	6/8/00, 4:24 PM	6/9/00, 9:56 AM
020021PM1X0000006	AA	6/8/00, 4:52 PM	6/9/00, 10:04 AM
020021PM1X0000008	AA	6/8/00, 5:19 PM	6/9/00, 11:19 AM
020021PM1X0000009	AA	6/8/00, 5:24 PM	6/9/00, 11:26 AM
020021PM1X0000010	AA	6/8/00, 5:31 PM	6/9/00, 11:47 AM
020021PM1X0000011	AA	6/8/00, 5:35 PM	6/9/00, 11:53 AM
020021PX10000002	AB	6/8/00, 4:33 PM	6/9/00, 9:56 AM

Assessment

Inconsistent flow through processing can impede a CLEC's ability to anticipate the confirmation and/or completion of service orders.